

The Experience of Health, Care and Community Services

A trends analysis report by Healthwatch Harrow, 17 October 2022



Healthwatch is the official consumer champion for users of health and social care services. We listen to people's stories, good and bad, and report on their collective experience. In this report, we examine the experience of health, social care and community services in Harrow.

Reporting Period: 1 July 2022 - 30 September 2022

Index and overview of findings



645

Data Source

This report is based on the experience of 645 people. Feedback has been obtained from a variety of sources, including general engagement and comments posted online (including Care Opinion, NHS and social media). More on page 4.



68%

Overall Satisfaction

Satisfaction has declined by 2% this quarter, standing at 68% positive, 30% negative and 2% neutral.

Feedback suggests people receive good quality, compassionate treatment and care on the whole, with good levels of involvement and communication. Administration and service access remain as leading negative issues.



79%

Information, Involvement and Support

Satisfaction has improved by 1% this quarter, standing at 79% positive, 20% negative and 1% neutral.

Complaints are down by a notable 12% on communication, while up by a marginal 1% on user involvement. More on page 5.



82%

Quality and Empathy

Comments suggest satisfaction has declined by 2%, standing at 82% positive, 17% negative and 1% neutral.

People continue to report good levels of quality and empathy across services. More on page 5.



34%

Access to Services

Satisfaction has declined by 2% this quarter, standing at 34% positive, 64% negative and 2% neutral.

Complaints are down by 2% on booking and marginally by 1% on waiting lists, while increasing by 5% on waiting times and 2% on telephones. More on page 5.

Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 4. Comments obtained from these sources may not be representative of all service users experiences or opinions.

"A lovely service at maternity, both myself and my partner were looked after well at all times. Would have liked a designated community midwife - continuity is important."



267

GP Services

Satisfaction has improved by 2% this quarter, standing at 50% positive, 46% negative and 4% neutral.

267 people comment on GP services, with good quality, compassionate treatment and care reported. While good levels of support are received, patients would like a greater level of communication and involvement. Ability to book appointments, administration, telephones and waiting lists are cited as issues. More on page 9.



226

Dentists

Satisfaction has improved by 5% this quarter, standing at 93% positive and 7% negative.

226 people comment on dentists, with accounts of excellent treatment, care and customer service recorded. Good levels of information and involvement are also reported. More on page 10.



112

Northwick Park Hospital

Satisfaction has improved by 4% this quarter, standing at 51% positive, 48% negative and 1% neutral.

112 people comment this quarter, with compliments on quality and levels of involvement and support received. Waiting times (at A&E) are noticeably criticised this quarter. More on page 11.



7

Wider Community

This quarter, 7 people comment on wider community issues (not related to health or social care services).

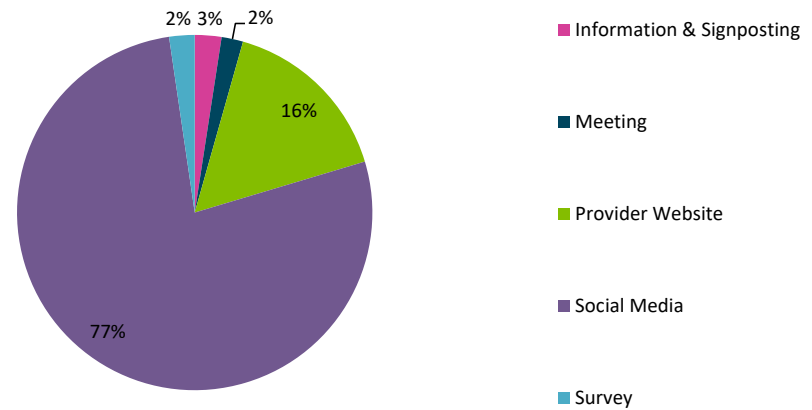
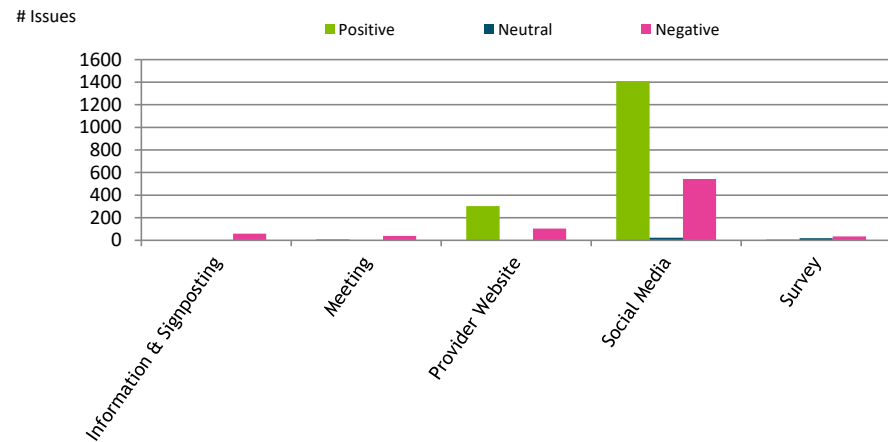
While few comments are received, we detect a notable trend on cost of living related issues

Disclaimer: The trends within this report are based on service user comments we have obtained from sources outlined on Page 4. Comments obtained from these sources may not be representative of all service users experiences or opinions.

1. Data Source: Where did we collect the feedback?

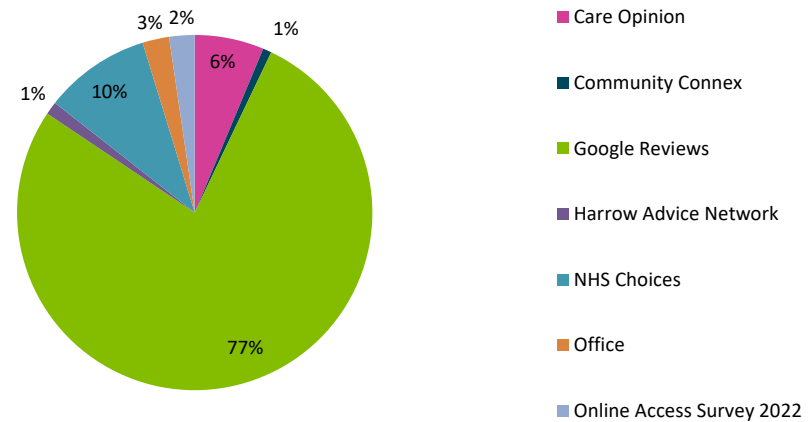
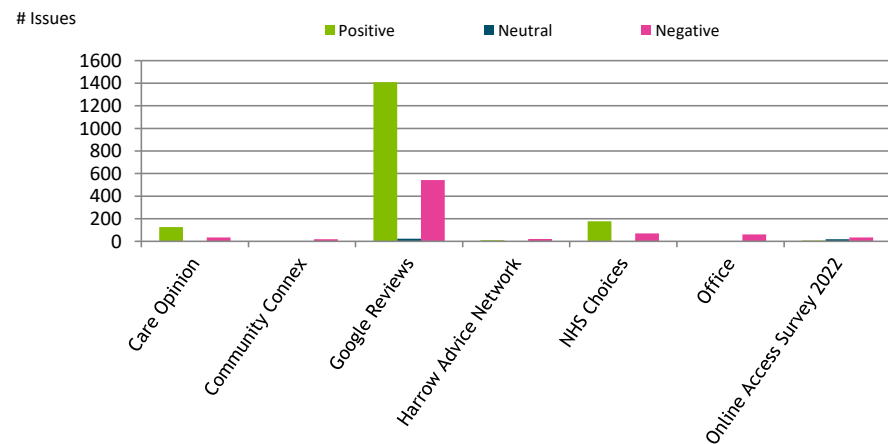


1.1 Source: 2553 issues from 645 people



Sources providing the most comments overall

1.2 Origin

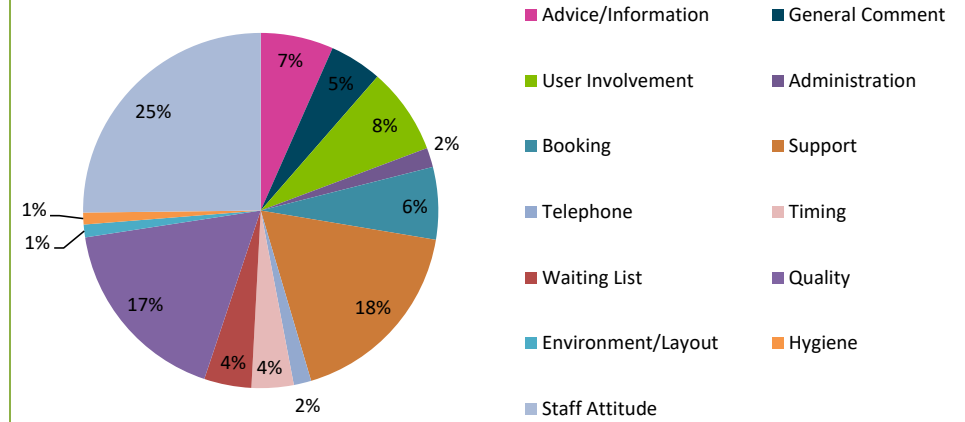
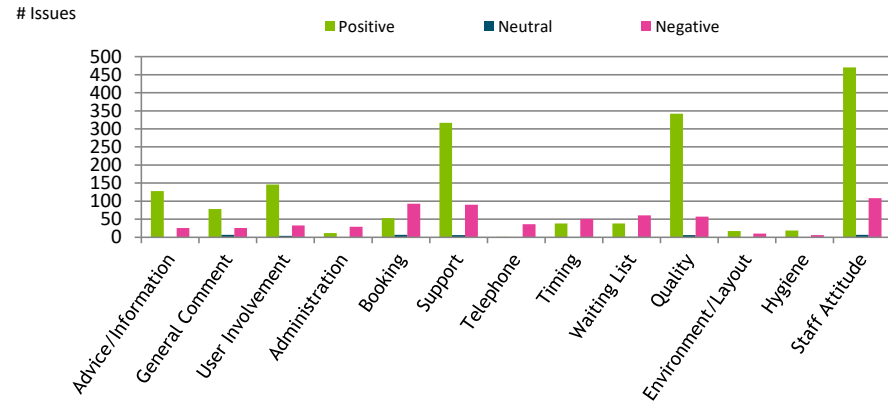


Origins providing the most comments overall

2. Health and Care Services: Which service aspects are people most commenting on?

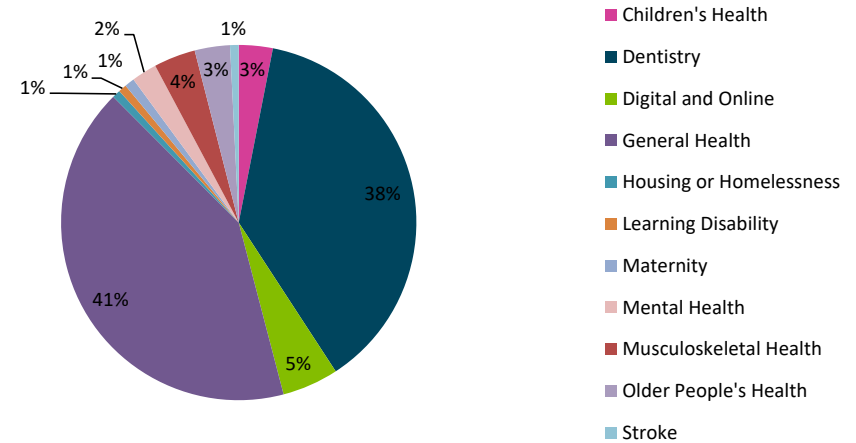
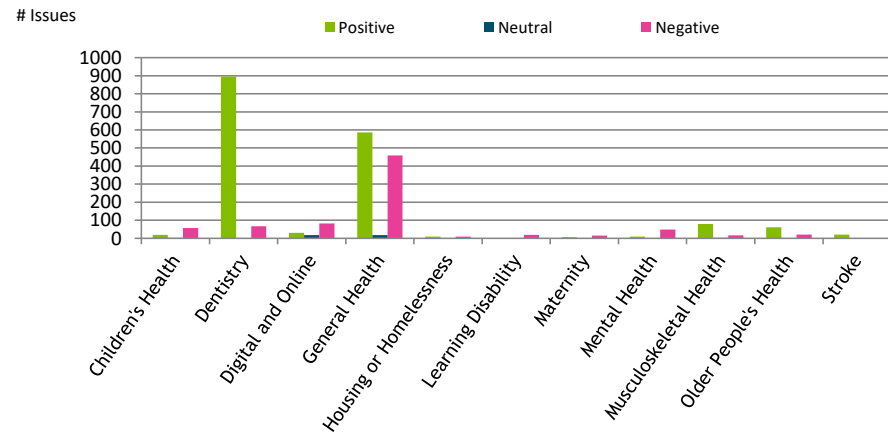


2.1 Top Trends: 2539 issues from 638 people



Issues receiving the most comments overall. See pages 21-22 for issue descriptions.

2.2 Stated medical conditions

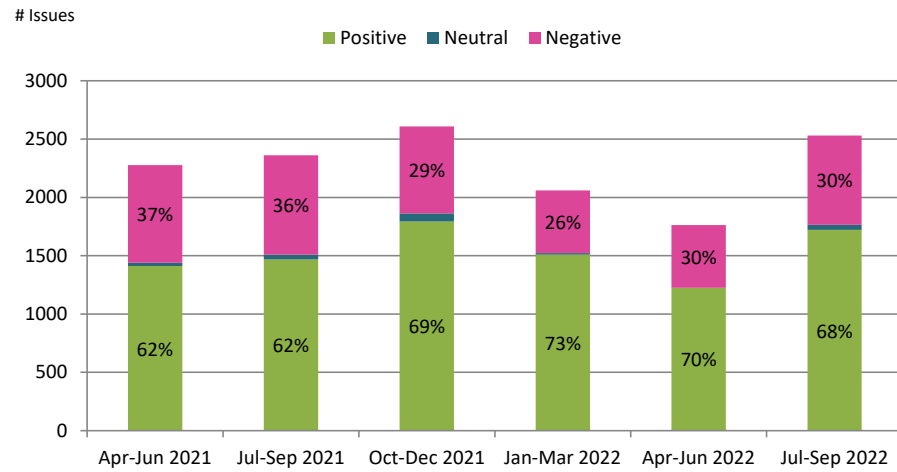


Medical conditions receiving the most comments overall

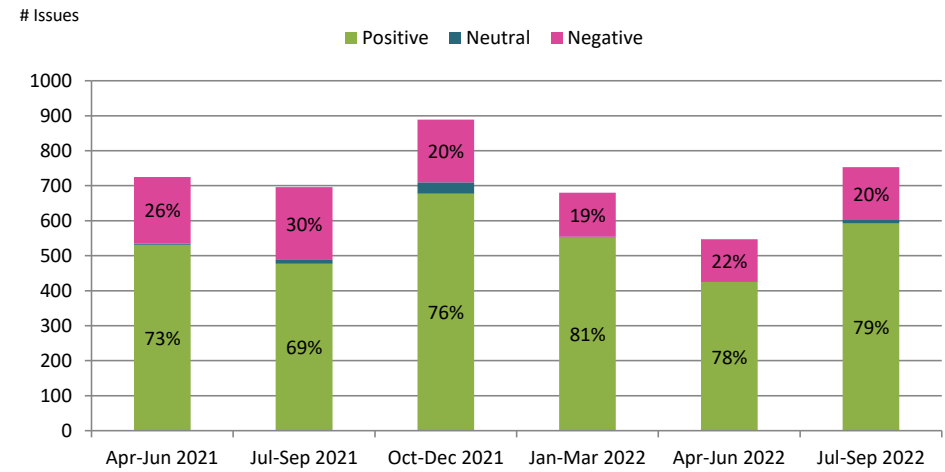
3. On the whole, how do people feel about Health and Care services?



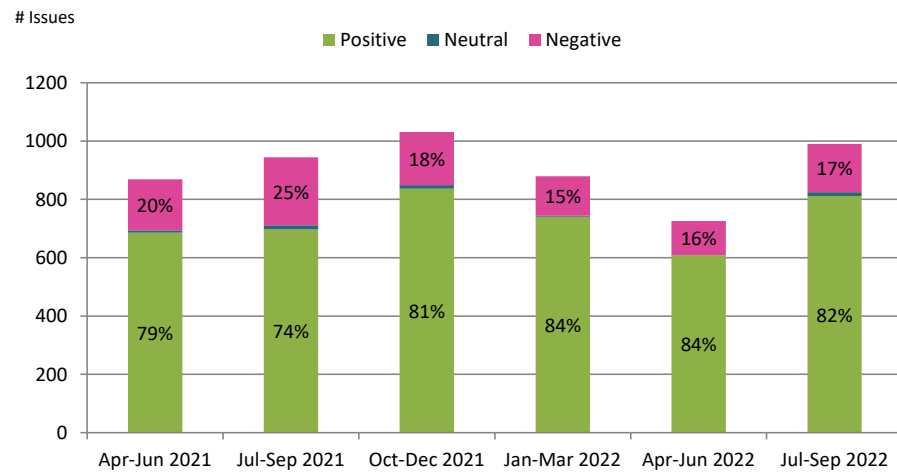
3.1 How do people feel about services overall?



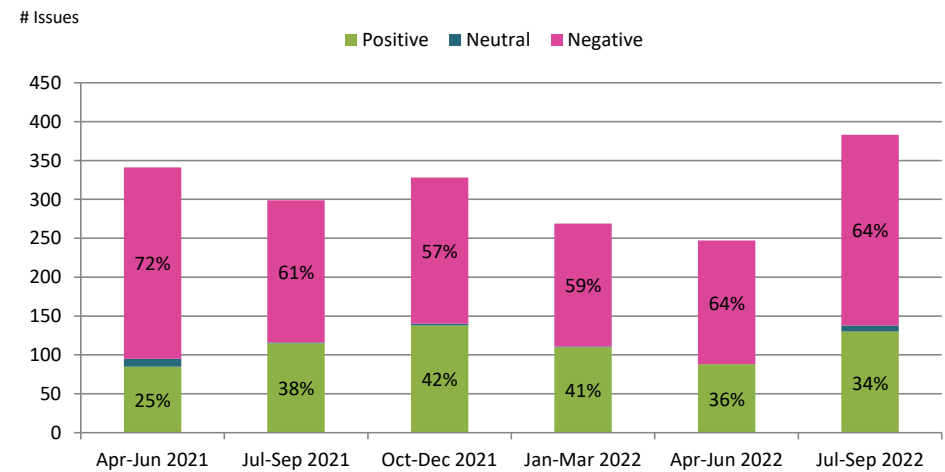
3.2 How well informed, involved and supported do people feel?



3.3 How do people feel about general quality and empathy?



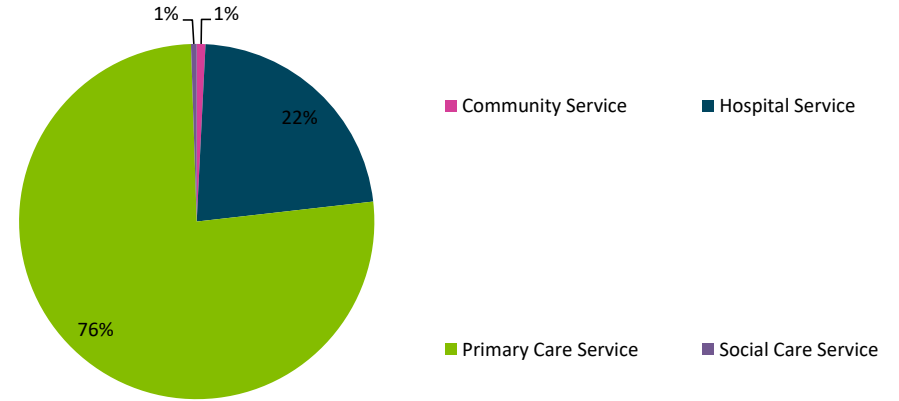
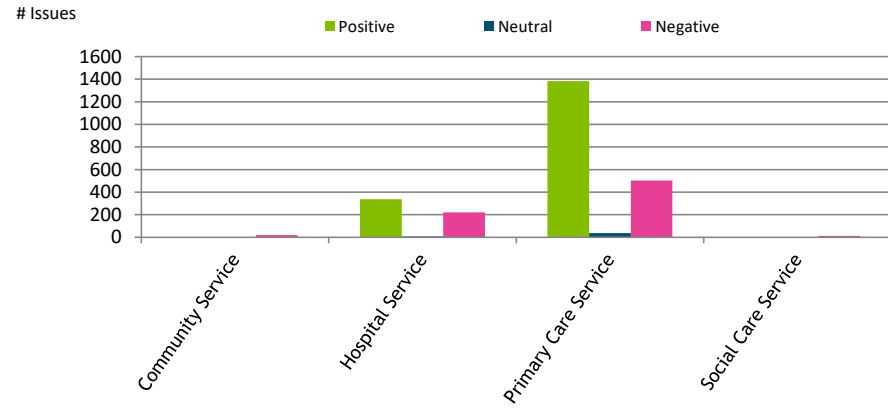
3.4 How do people feel about access to services?



4. Trends: Which services are people most commenting on?

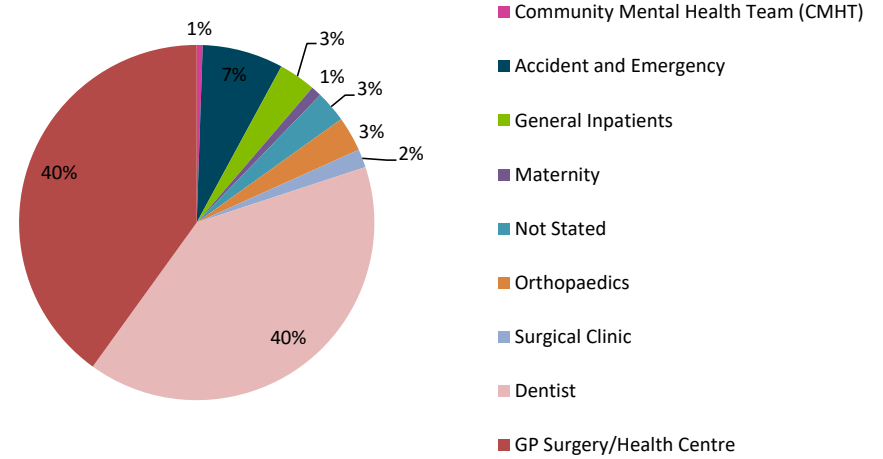
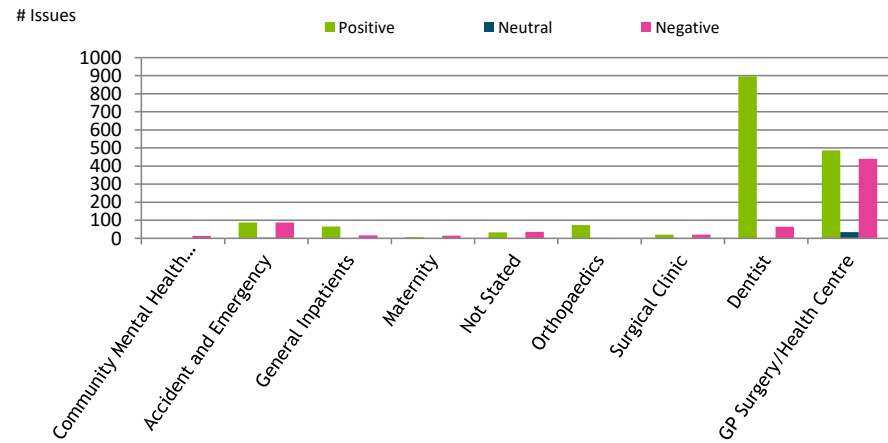


4.1 Service Sector



Service sectors receiving the most comments overall

4.2 Service Type

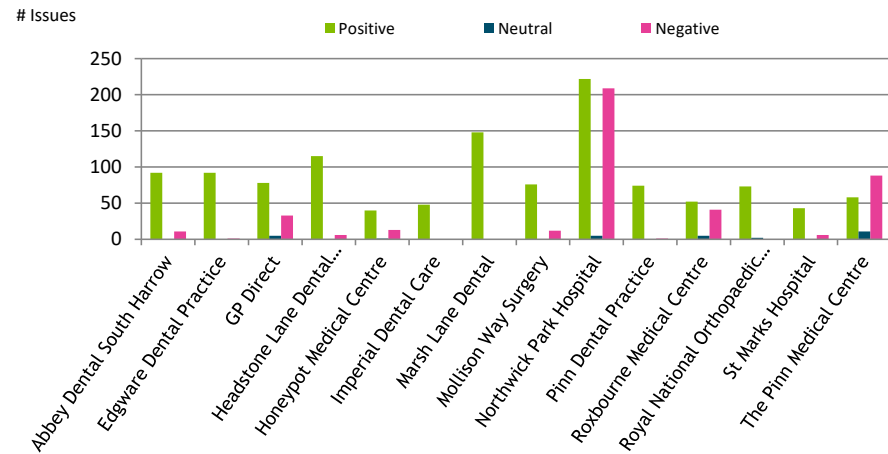


Service type receiving the most comments overall

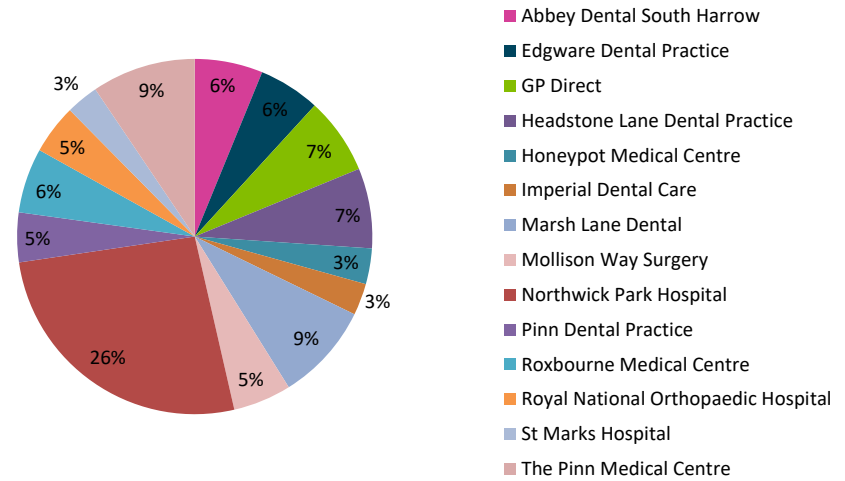
4. Trends: Which services are people most commenting on?



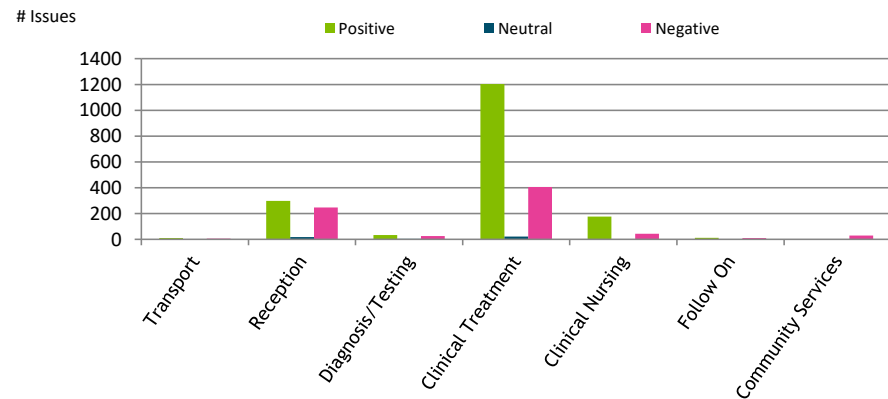
4.3 Services



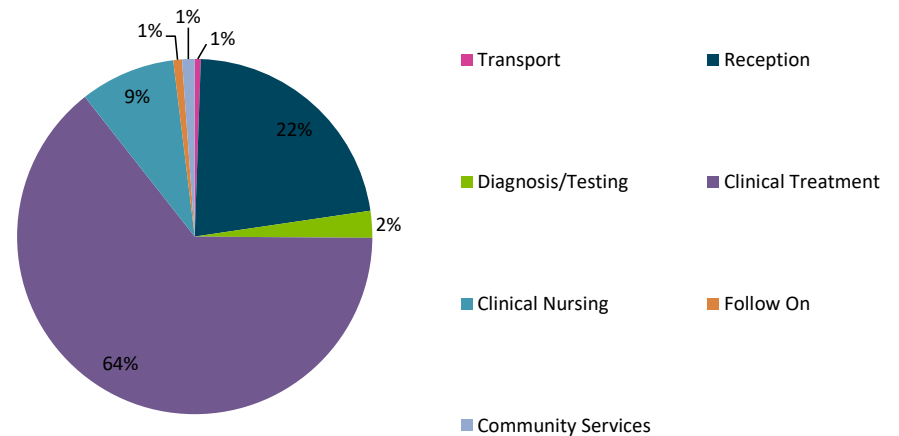
Services receiving the most comments overall



4.4 Breakdown of care pathway locations



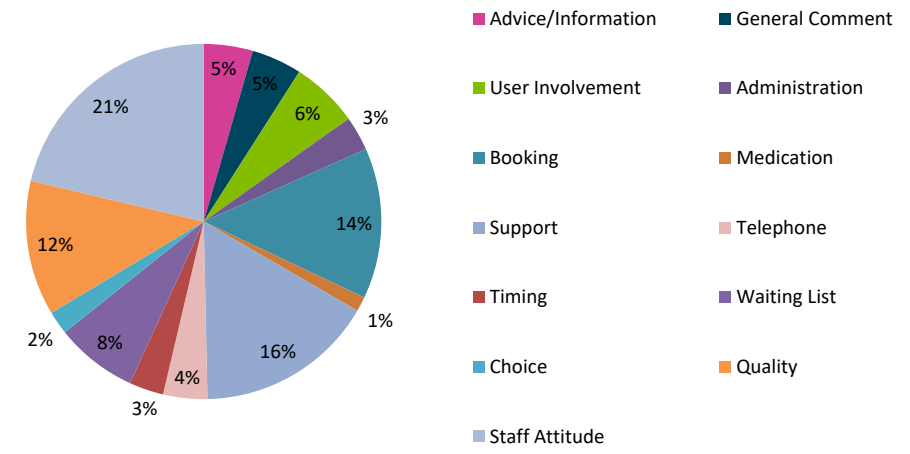
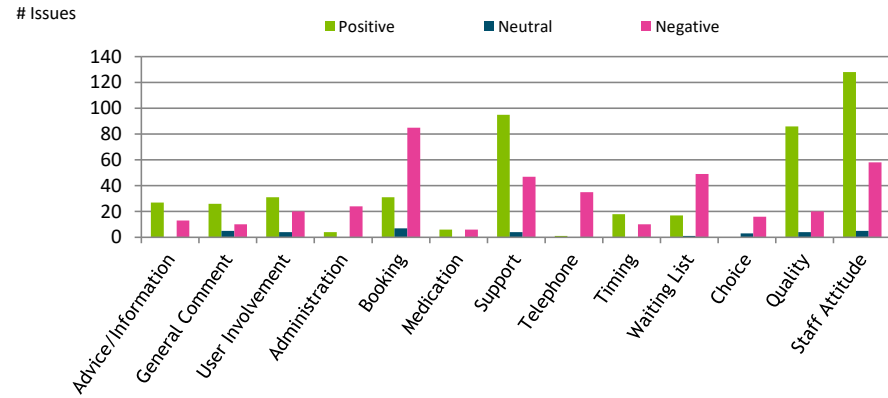
Care pathway locations



5. Trends: GP Services

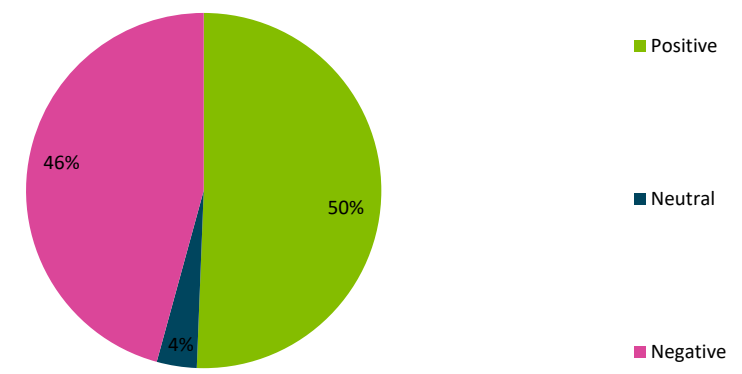
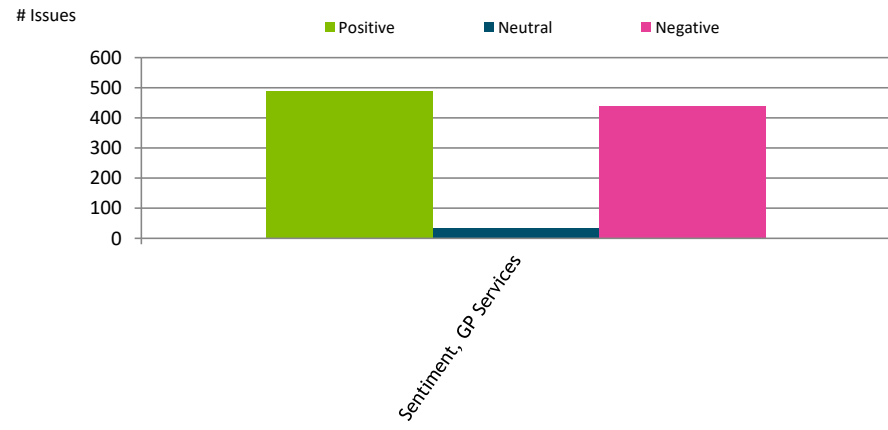


5.1 Trends, GP Services: 962 issues from 267 people



Issues receiving the most comments overall

5.2 Sentiment, GP Services

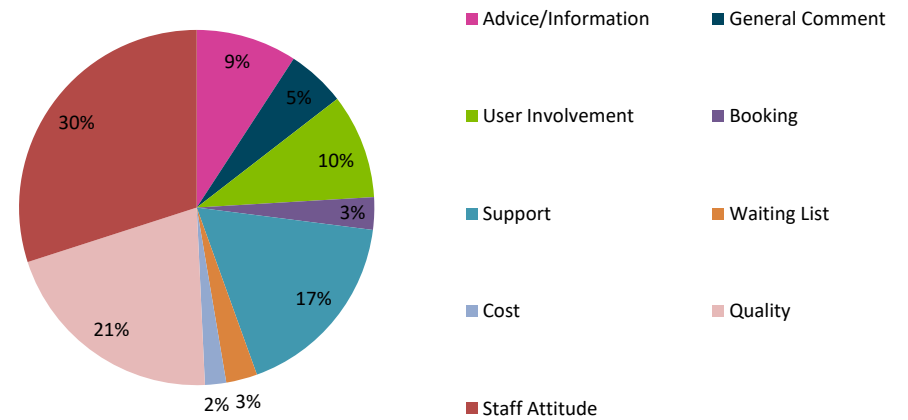
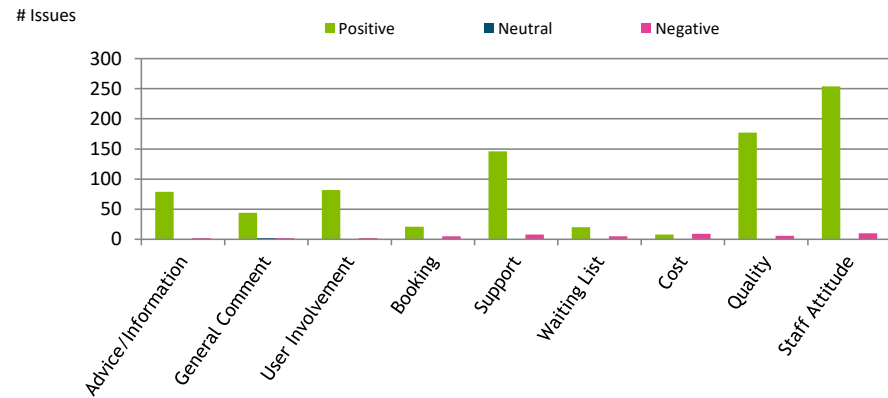


Quarterly benchmark: 2% improvement on the previous quarter

5. Trends: Dentists

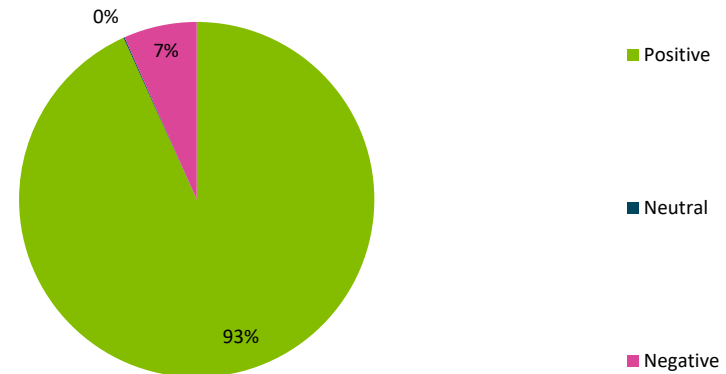
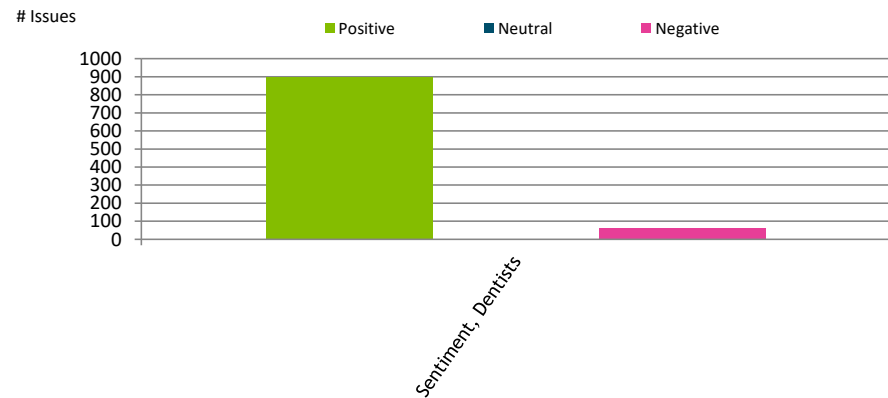


5.3 Trends, Dentists: 961 issues from 226 people



Issues receiving the most comments overall

5.4 Sentiment, Dentists

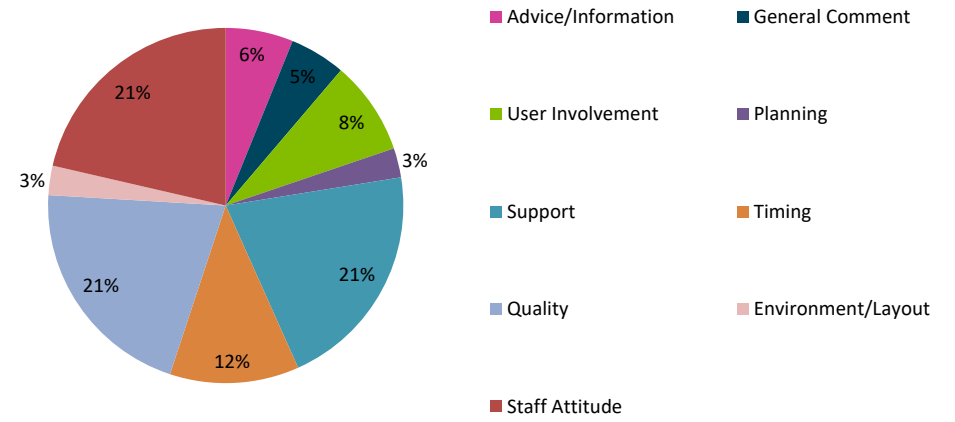
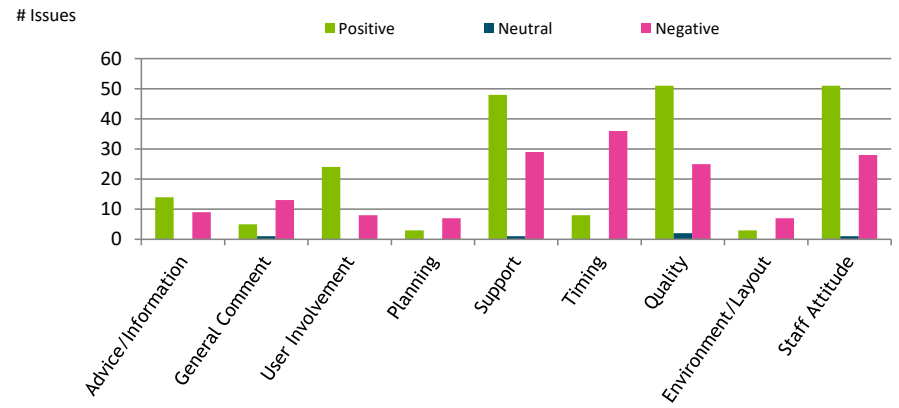


Quarterly benchmark: 5% improvement on the previous quarter

5. Trends: Northwick Park Hospital

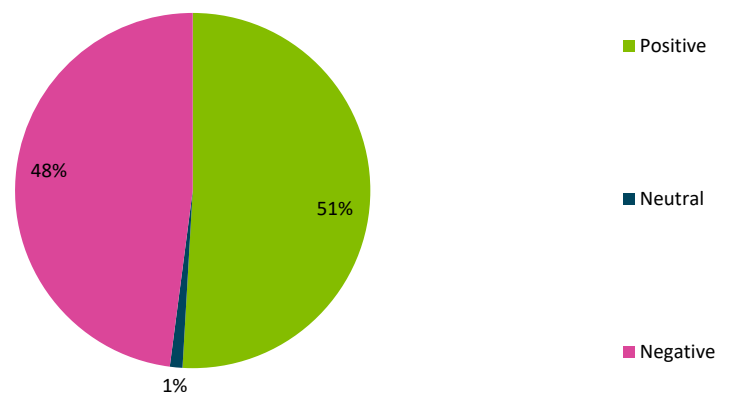
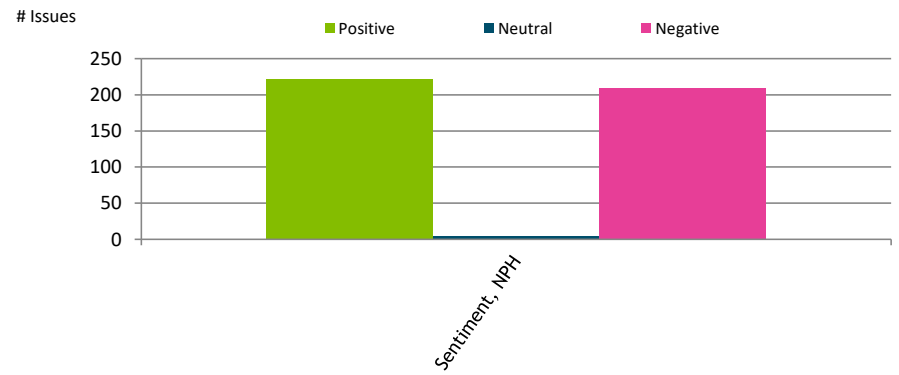


5.5 Trends, Northwick Park Hospital: 436 issues from 112 people



Issues receiving the most comments overall

5.6 Sentiment, Northwick Park Hospital

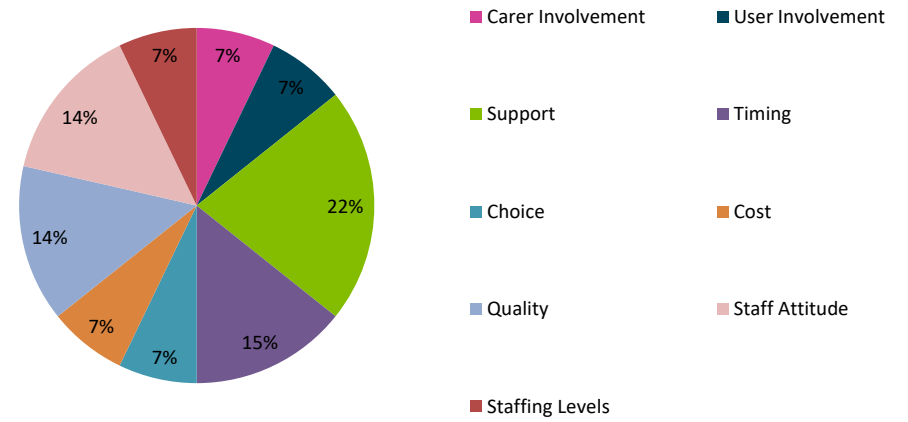
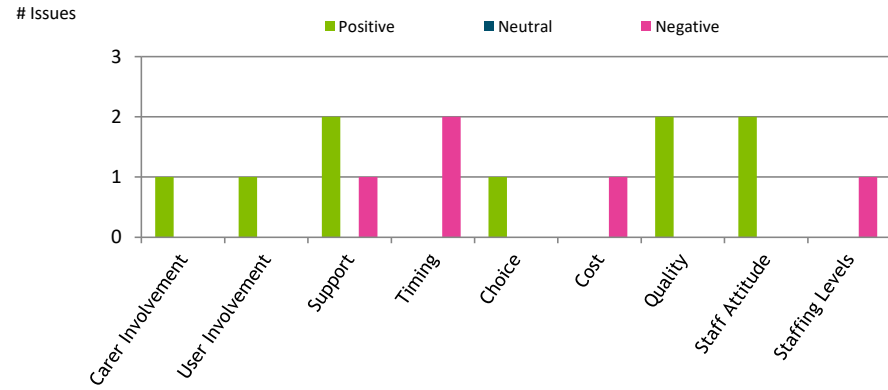


Quarterly benchmark: 4% improvement on the previous quarter

6. Care Pathway: Transport (ability to get to-and-from services)

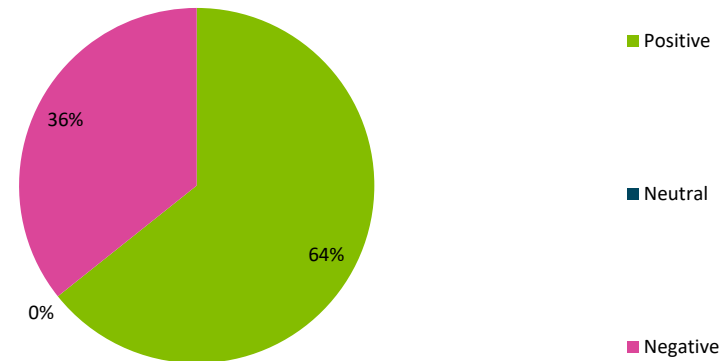
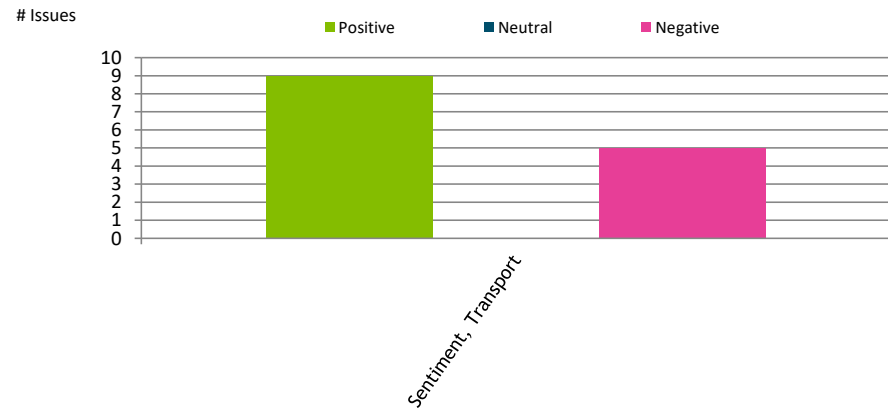


6.1 Trends, Transport (14 issues)



Issues receiving the most comments overall

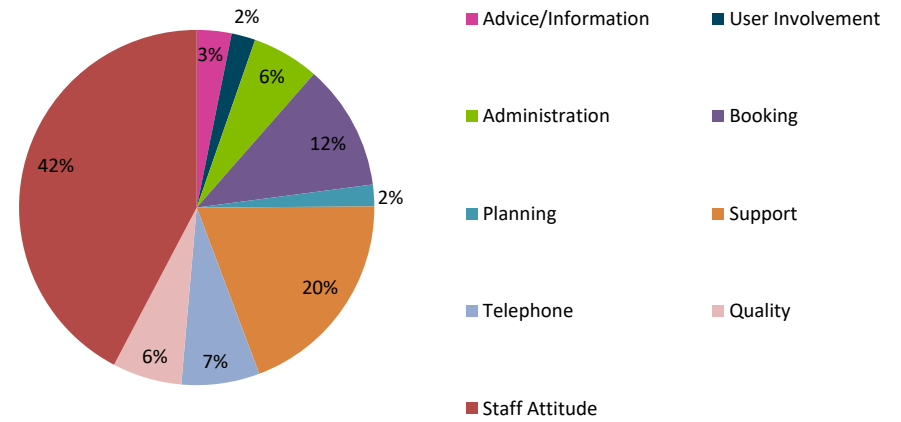
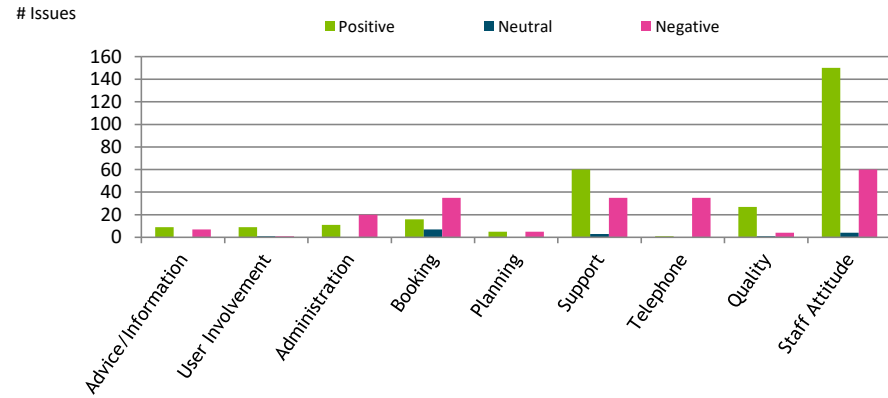
6.2 Sentiment, Transport



6. Care Pathway: Reception (reception services including back-office)

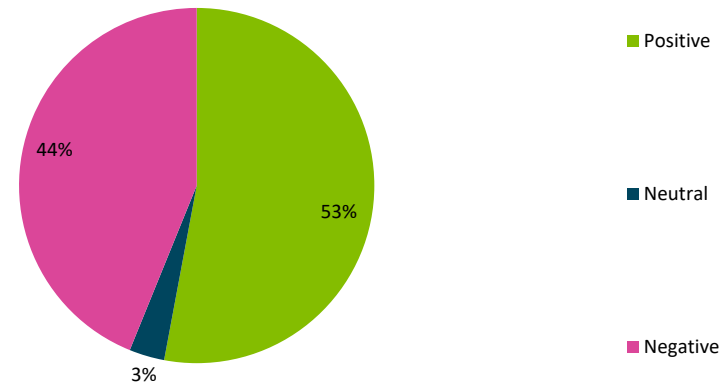
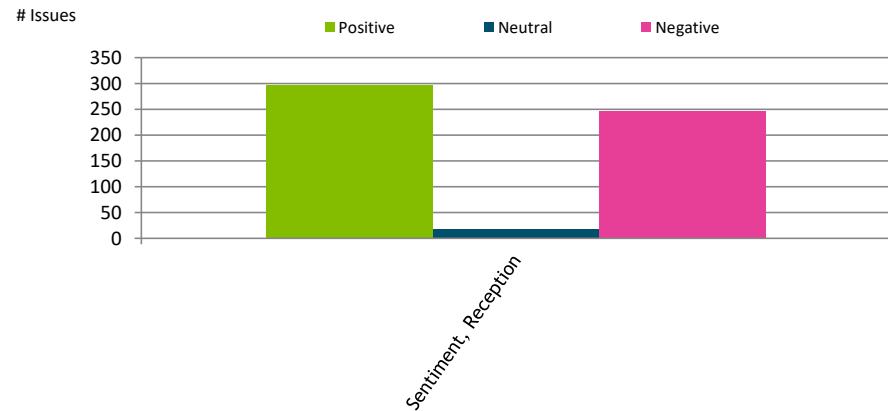


6.3 Trends, Reception (561 issues)



Issues receiving the most comments overall

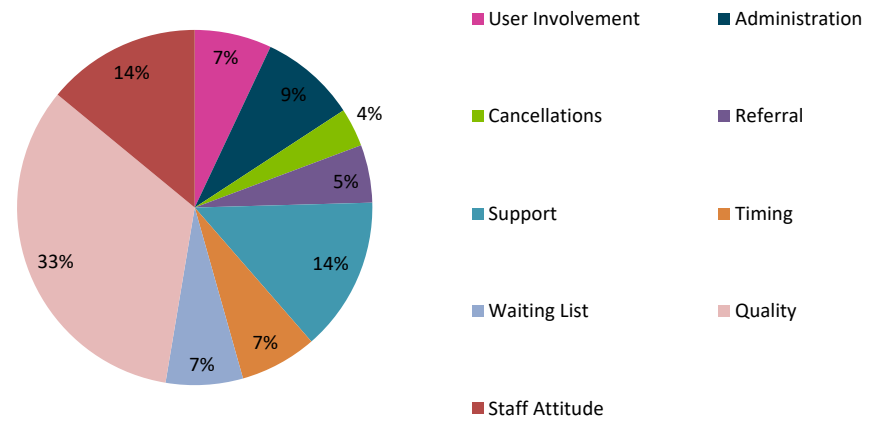
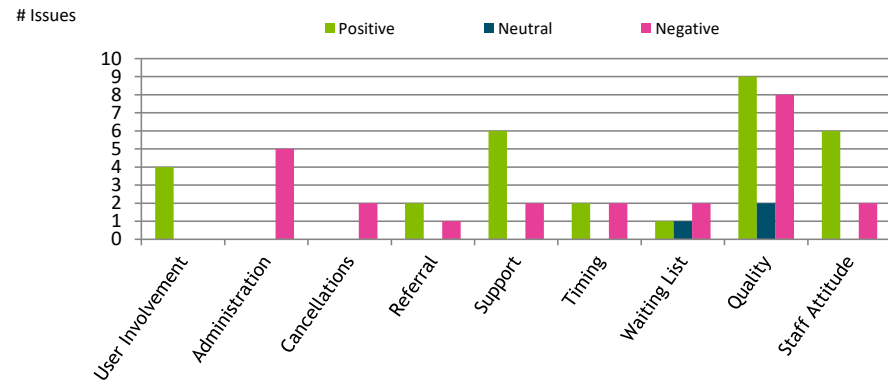
6.4 Sentiment, Reception



6. Care Pathway: Diagnosis/Testing (diagnosis of condition, including testing and scans)

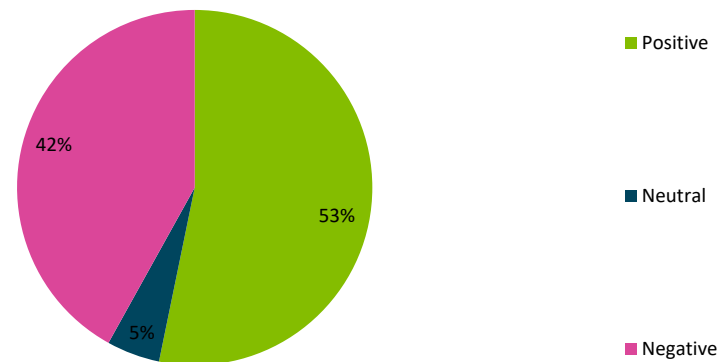
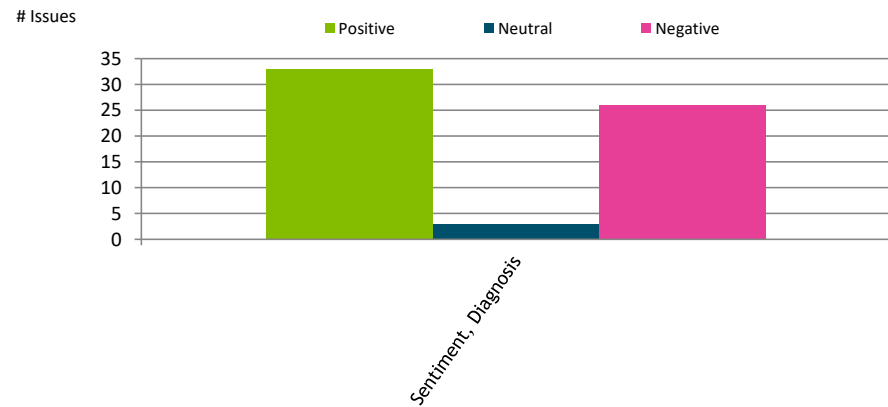


6.5 Trends, Diagnosis/Testing (62 issues)



Issues receiving the most comments overall

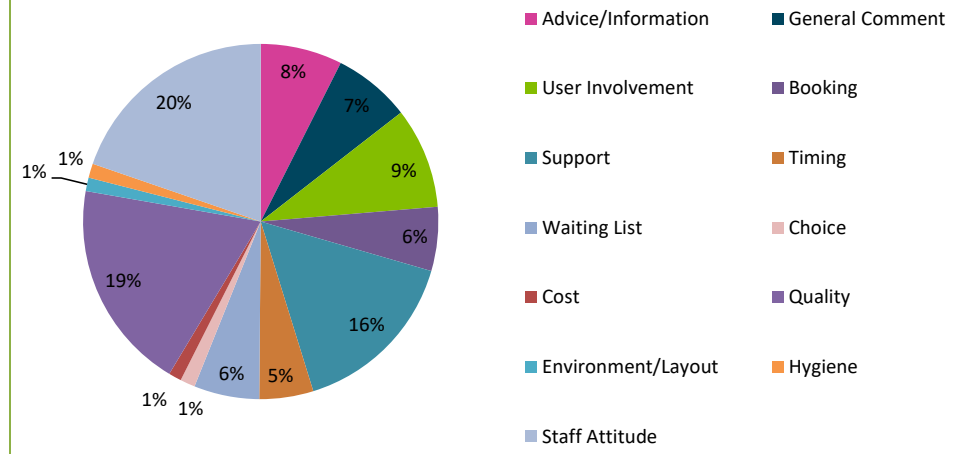
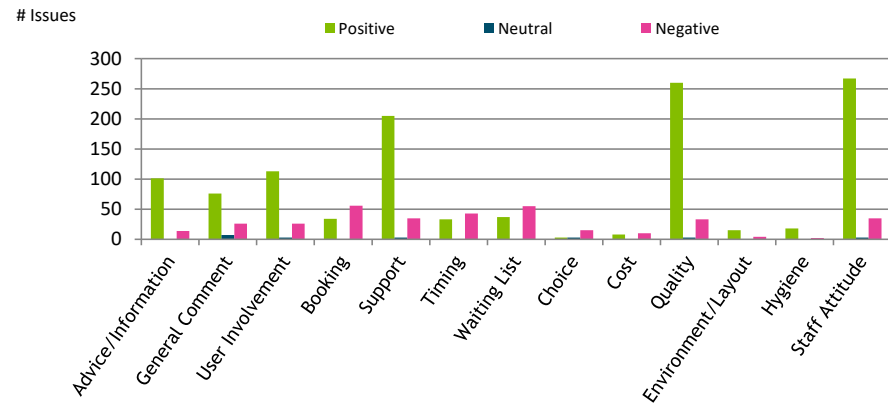
6.6 Sentiment, Diagnosis/Testing



6. Care Pathway: Clinical Treatment (treatment provided by trained clinicians)

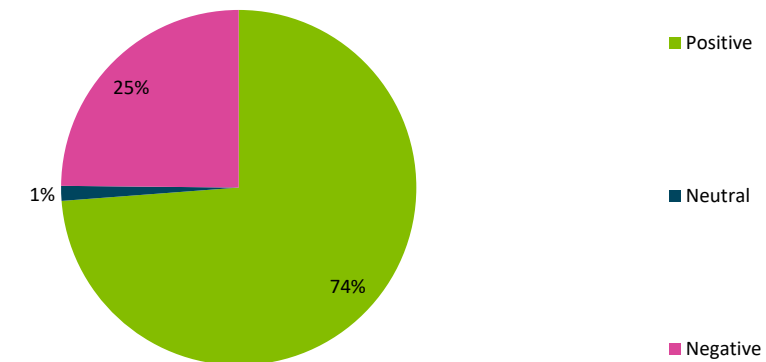
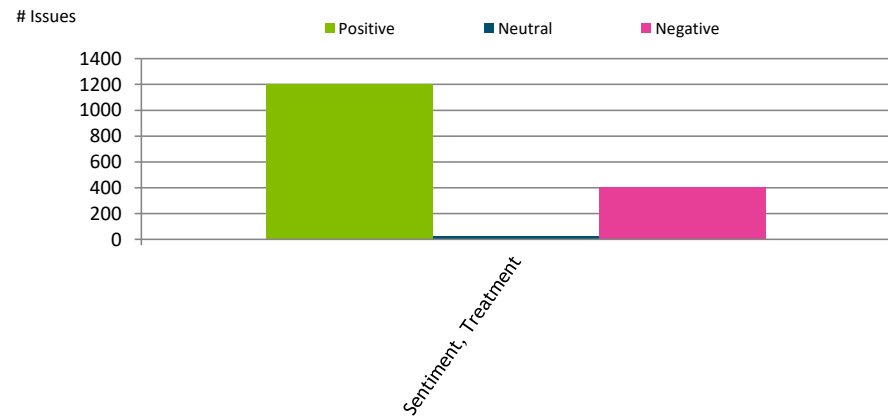


6.7 Trends, Clinical Treatment (1630 issues)



Issues receiving the most comments overall

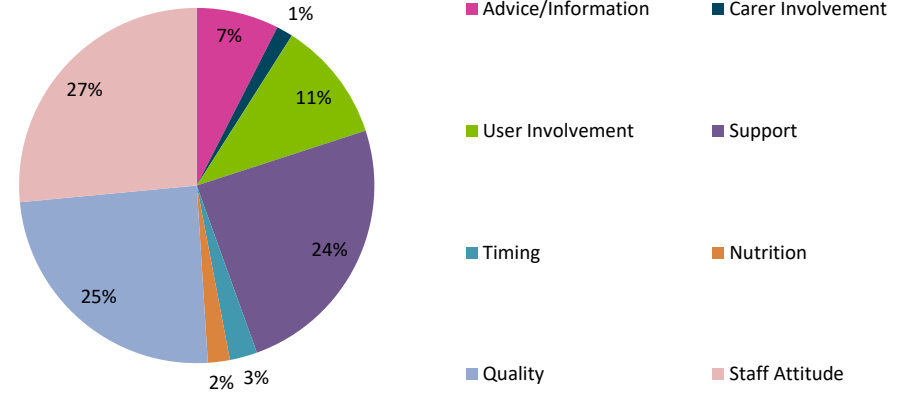
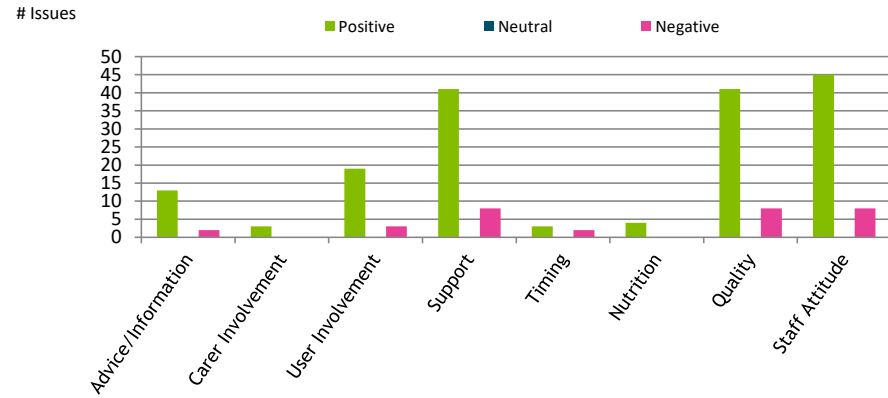
6.8 Sentiment, Clinical Treatment



6. Care Pathway: Clinical Nursing (care provided by trained nurses)

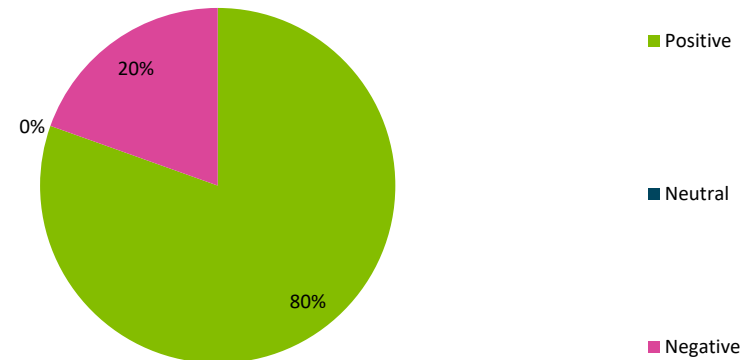
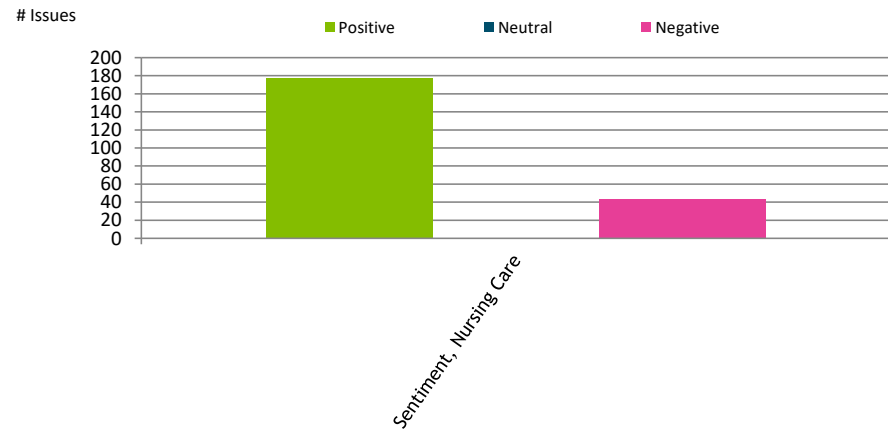


6.9 Trends, Clinical Nursing (220 issues)



Issues receiving the most comments overall

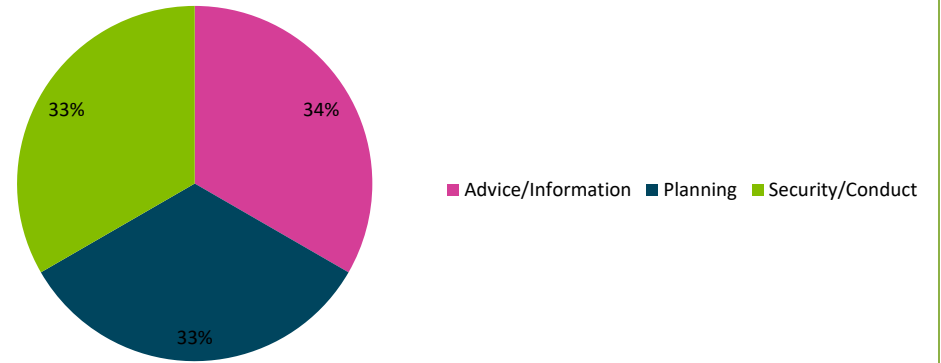
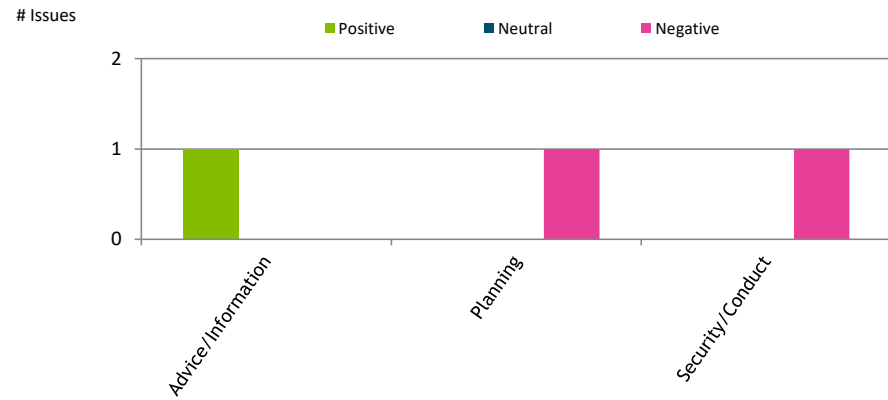
6.10 Sentiment, Clinical Nursing



6. Care Pathway: Discharge (discharge from a service)

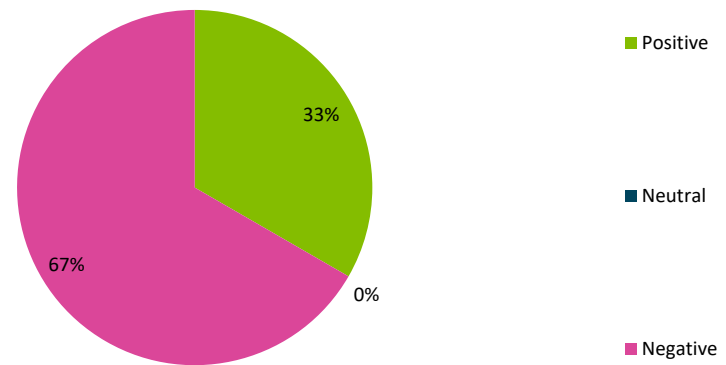
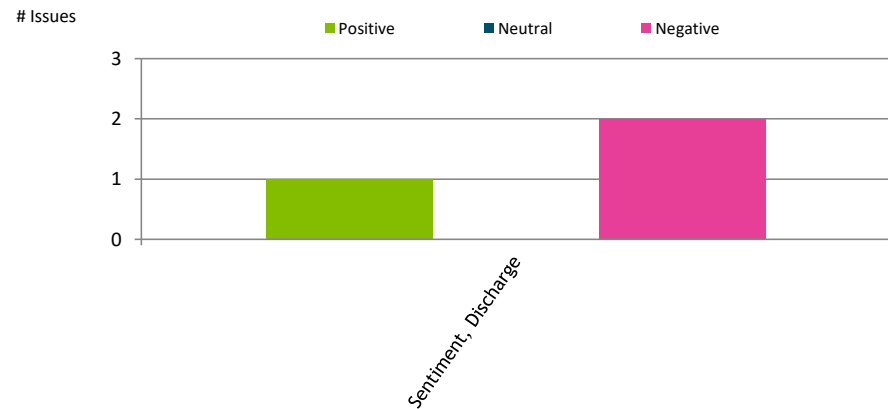


6.11 Trends, Discharge (3 issues)



Issues receiving the most comments overall

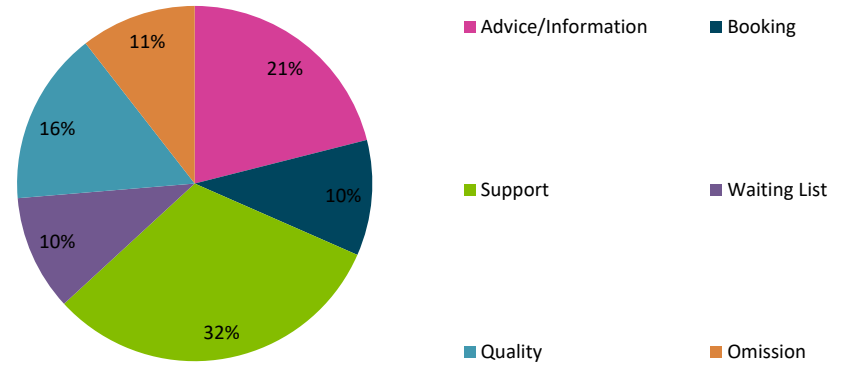
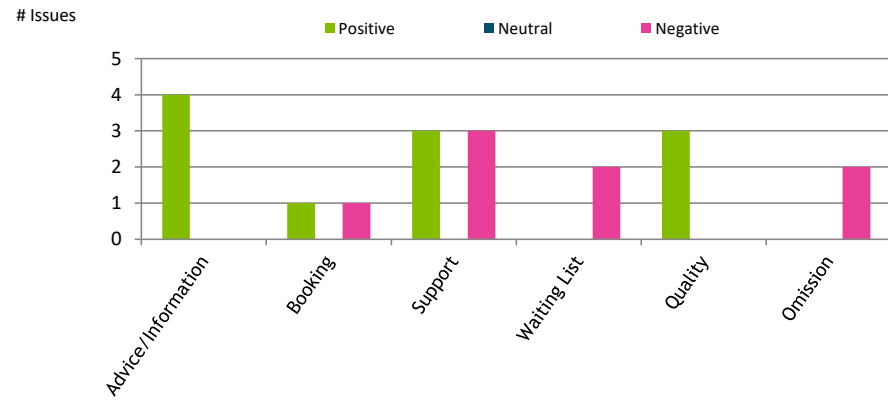
6.12 Sentiment, Discharge



6. Care Pathway: Follow On (supplementary services following discharge, including care packages)

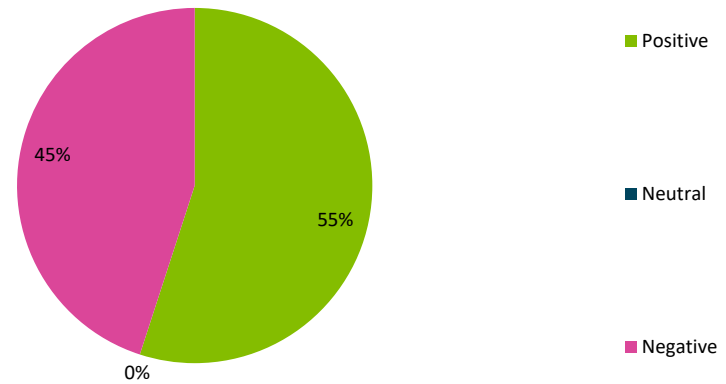
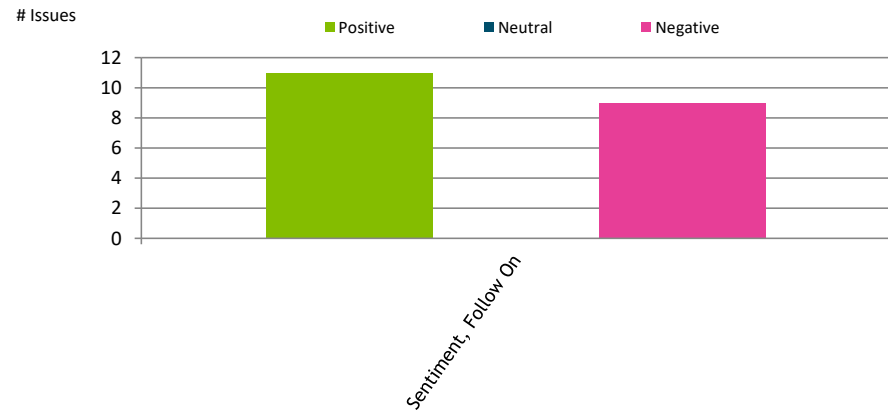


6.13 Trends, Follow On (20 issues)



Issues receiving the most comments overall

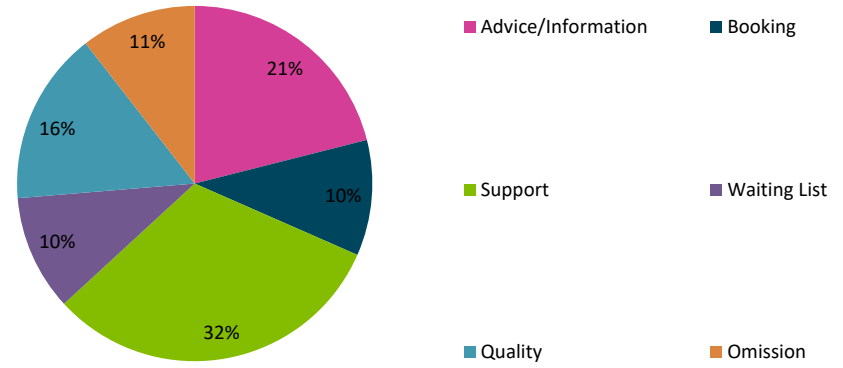
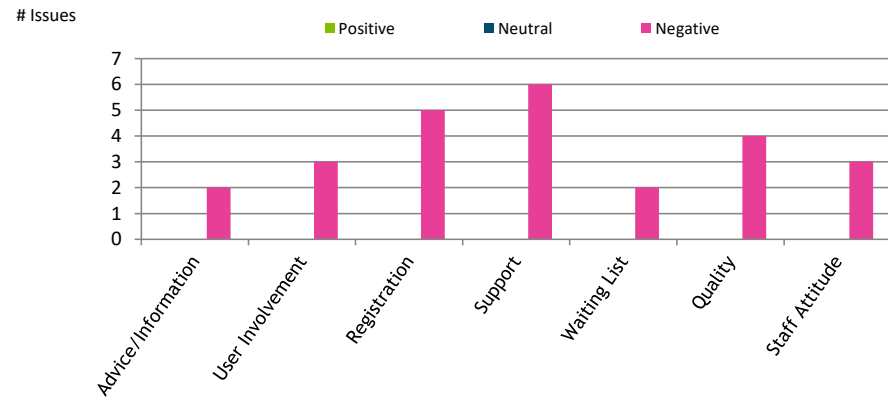
6.14 Sentiment, Follow On



6. Care Pathway: Community (community based health services and social care)

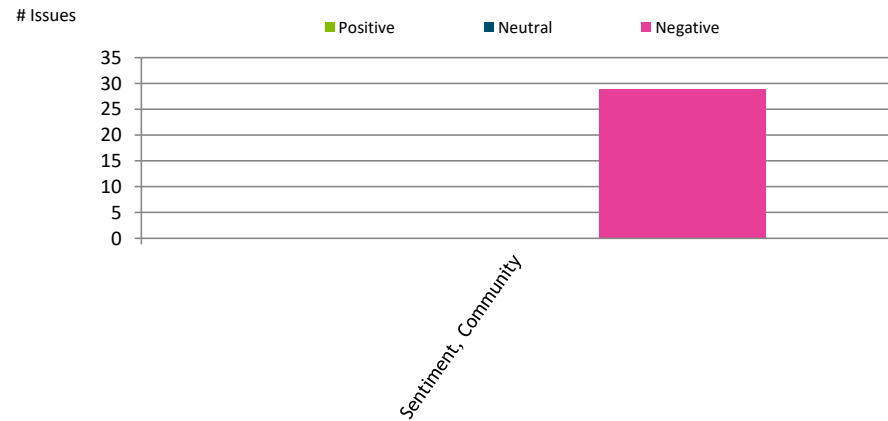


6.15 Trends, Community (29 issues)



Issues receiving the most comments overall

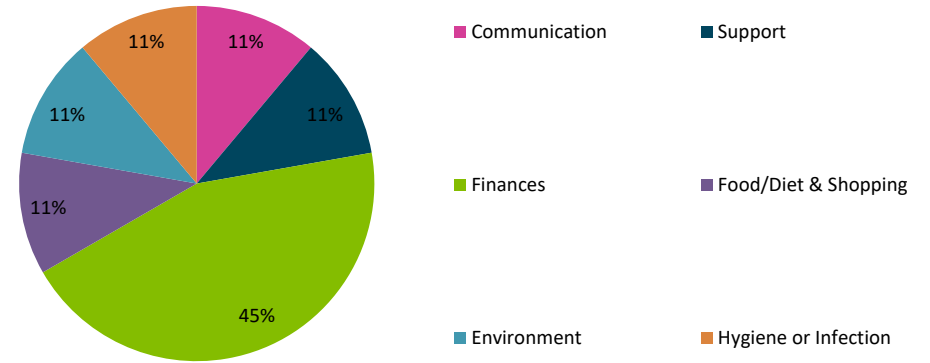
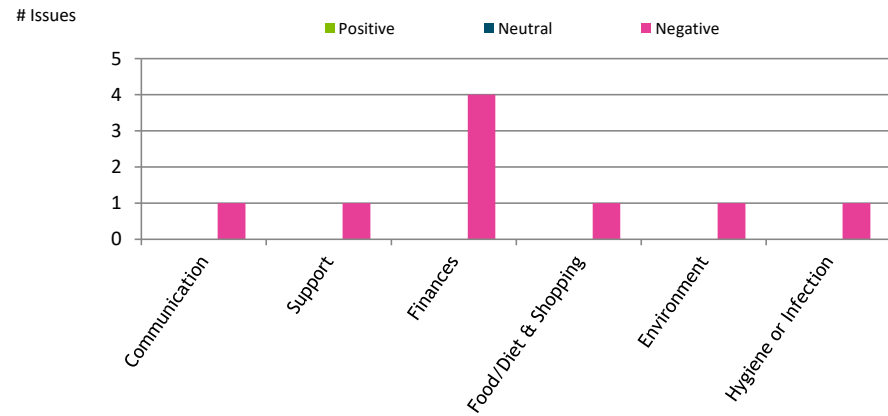
6.16 Sentiment, Community



7. Wider Community: Which aspects are people most commenting on?

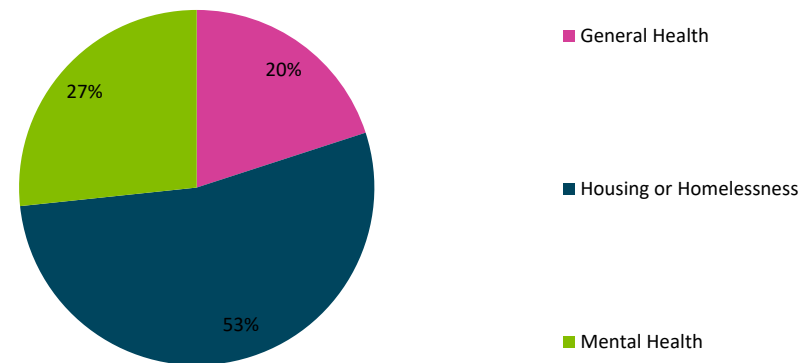
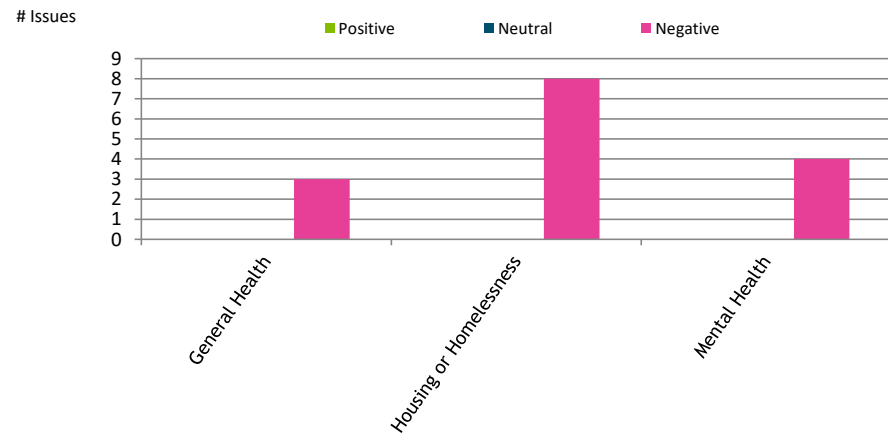


7.1 Top Trends: 14 issues from 7 people



Issues receiving the most comments overall.

7.2 Stated topics



Topics receiving the most comments overall

8. Data Table: Number of issues



	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	<i>Communication, including access to advice and information.</i>	128	0	27	155
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	10	0	2	12
	Peer Involvement	<i>Involvement or Influence of friends.</i>	0	0	0	0
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	78	7	26	111
	User Involvement	<i>Involvement or influence of the service user.</i>	146	4	33	183
Systems	Administration	<i>Administrative processes and delivery.</i>	12	0	29	41
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	0	0	0	0
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	53	7	93	153
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	4	4
	Data Protection	<i>General data protection (including GDPR).</i>	0	1	7	8
	Referral	<i>Referral to a service.</i>	7	0	8	15
	Medical Records	<i>Management of medical records.</i>	1	0	5	6
	Medication	<i>Prescription and management of medicines.</i>	7	0	10	17
	Opening Times	<i>Opening times of a service.</i>	0	0	3	3
	Planning	<i>Leadership and general organisation.</i>	7	0	9	16
	Registration	<i>Ability to register for a service.</i>	1	0	17	18
	Support	<i>Levels of support provided.</i>	317	6	91	414
	Telephone	<i>Ability to contact a service by telephone.</i>	1	0	37	38
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	38	0	51	89
	Waiting List	<i>Length of wait while on a list.</i>	38	1	61	100
Values	Choice	<i>General choice.</i>	4	3	16	23
	Cost	<i>General cost.</i>	8	0	16	24
	Language	<i>Language, including terminology.</i>	1	0	5	6
	Nutrition	<i>Provision of sustenance.</i>	5	0	2	7
	Privacy	<i>Privacy, personal space and property.</i>	3	0	3	6
	Quality	<i>General quality of a service, or staff.</i>	342	6	58	406
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	0	0	0
	Stimulation	<i>General stimulation, including access to activities.</i>	1	0	0	1

8. Data Table: Number of issues



	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Environment	Catchment/Distance	<i>Distance to a service (and catchment area for eligibility).</i>	4	0	2	6
	Environment/Layout	<i>Physical environment of a service.</i>	17	0	11	28
	Equipment	<i>General equipment issues.</i>	4	1	7	12
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	1	1
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	19	0	7	26
	Mobility	<i>Physical mobility to, from and within services.</i>	3	0	2	5
	Travel/Parking	<i>Ability to travel or park.</i>	3	0	1	4
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	9	9
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	1	0	2	3
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	470	7	108	585
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	0	1	1
	Staff Training	<i>Training of staff.</i>	2	0	4	6
	Staffing Levels	<i>General availability of staff.</i>	0	0	11	11
	Total:			1731	43	779